

Information Notes to Requestor

Please read this notes carefully before completing the Customer Information Disclosure Request form. The processing time for a customer information disclosure request is usually 15 working days (excluding Saturdays and general holidays) from the date of receipt of the completed form.

- Note 1: Information provided is limited to the latest account unless specified in the table of part B.
- Note 2: Requestor should fill in **both** name and identification number. Missing either one information may render the request being refused.
- Note 3: Except identification documents as prescribed, other identification documents (e.g. Passport, Certificate of Incorporation, Recognisance Form (Form 8), China Resident Identity Card, Two-way Permit, etc.) are not applicable.
- Note 4: CLP electricity supply area covers Kowloon, New Territories and most of the outlying islands. Please provide in separate sheet if more than one electricity supply address is involved.
- Note 5: To facilitate us to ascertain whether it is appropriate to rely on the exemption of the Personal Data (Privacy) Ordinance (PDPO) to disclose personal data of customer(s), it is necessary for the Requestor to complete **ALL questions (i) to (v) of Part C1** for assessment. In case of doubt, you are advised to obtain legal advice on the applicability of exemption clause under PDPO to the particular circumstances of your case. Please read **media statement** of the Office of the Privacy Commissioner for Personal Data dated 3 May 2010 for details.
- Note 6: Please specify actual purpose for which the requested data is to be used. For example, "to facilitate the criminal investigation under Gambling Ordinance (Cap 148) for there is reasonable cause to believe that the person may have committed an offence of "Managing an Unlawful Gambling Establish" specified in section 5 of the said Ordinance."
- Note 7: For example: disclosure of account information of a deceased or individuals who provided prior expressed consent.
- Note 8: The undersigned should be at **supervisory / management level** of the organisation (e.g. not lower in rank than inspector of police or equivalent). The undersigned is required to provide evidence of such authorisation within 14 days when requested by CLP.
- Note 9: All requests and information should be made either (i) by email to: dataenrich@clp.com.hk (which will be replied by us via email with attachment(s)) OR (ii) by post to: Senior Manager - Data Governance & Risk Management, Data Governance & Risk Management, Customer Operations, CLP Power Hong Kong Limited, 3/F, 8 Laguna Verde Avenue, Hung Hom, Kowloon (which will be replied by post). **Submission via fax will not be processed.**
- Note 10: Insufficient information may lead to delay in processing or even render your application not able to be processed. Please review the below application checklist prior to your submission.
- Stamp of the Requestor available
 - Signature of the staff (supervisory / management level) on behalf of the Requestor available
 - Indication of customer information requested (Part B1)
 - The exemption section and reasons (Part C1)
 - Declaration (Part E) is marked
 - Filled in all field marked with * in the form

Customer Information Disclosure Request

A. Requestor Information *

Name of Organisation *:

Department / Branch / Unit / Team *:

Correspondence address *:

Contact person (name and job title / rank) *:

Contact number *:

Fax:

Email:

Ref.:

B. Information Requested * (Please attach separate sheet on Part B if the request involves more than one customer)

☐ 1. Customer Information (Note 1)

| | Information provided by Requestor for record retrieval | Information Requested (Please tick) |
|---|---|--|
| Customer Name (Note 2) (Full name appears on Hong Kong Identity Card / Business Registration Certificate) | Note: Surname first for person | |
| Identification No. (Note 3) (i.e. Hong Kong Identity Card / Business Registration no.) | | |
| Electricity Supply Address (Note 4) | | |
| Electricity Account No. | — — | |
| CLP Electricity Meter No. | | |
| Contact No. | | |
| Billing / Postal Address | | |
| Electricity Account Effective / End Date | | |
| Record Period (Please state time period) | D D M M Y Y Y Y to D D M M Y Y Y Y | <input type="checkbox"/> active account(s) only <input type="checkbox"/> active and closed account(s) |
| Consumption Record (Please state time period) | D D M M Y Y Y Y to D D M M Y Y Y Y | |
| Other Information (Please Specify) | | |

2. Verification of bill contents [Copy of _____ is / are attached.] (_____ page(s))

☐ Please tick as appropriate.

* Compulsory field

C. Legal Bases *

The disclosure of customer data and / or provision of copies of records or documents are based:

1. Under exemption section(s) of PDPO (Note 5)

58(2) 60(B) Others (Please specify): _____

(i) Purpose for which the requested data is to be used (Note 6):

The purposes mentioned above fits in the following section and satisfies section 58(2)(a) in PDPO

☐ 58(1)(a) ☐ 58(1)(b) ☐ 58(1)(c) ☐ 58(1)(d) ☐ 58(1)(e) ☐ 58(1)(f) ☐ 58(1)(g)

(ii) Reasons why the requested data is relevant to or necessary for the above purpose(s):

(iii) Reasons why the data subject's consent is not obtained:

(iv) Whether the requested data can be obtained from another source:

(v) How non-disclosure of requested data would be likely to prejudice the purpose(s):

2. Under section(s) _____ of _____ (Cap. _____)**3. Under a search warrant issued on _____ (Copy attached _____)**

Court Case No.: _____ Writ No.: _____

☐ 4. Others (Please specify) (Note 7): _____**D. Personal Information Collection Statement**

Any personal data collected by this Form and in relation to this request will be used for the purpose of processing customer information disclosure request and follow-up actions in relation to this request. The supply of personal data is on a voluntary basis. However, in the absence of data marked with * on this form, we may not be able to follow up this request. CLP may transfer the personal data collected to third parties such as cloud service providers if necessary for any of the purposes stated above. CLP will disclose data when required to do so by law and may also disclose such data in response to requests from law enforcement agencies or other government and regulatory authorities. The individual concerned have rights of access to, correction and erasure of the personal data in accordance with, where applicable, the provisions of the PDPO, and any other data protection law as applicable. Request for access, correction and/ or erasure of personal data should be made to Manager – Data Governance and Risk Management by email: dataenrich@clp.com.hk or by letter to Data Governance and Risk Management, CLP Power Hong Kong Limited, 3/F, Shamshuipo Centre, 215 Fuk Wa Street, Kowloon, Hong Kong.

E. Declaration *

- ☐ The undersigned (Note 8) is duly authorised by the Requestor to make the request. All information given in this form is correct, complete and true to the best of the undersigned's knowledge and belief.

Signed for and on behalf of the Requestor *:

Stamp of the Requestor (Organisation) *:

Name *:

Title (Note 8)*:

Date:

For official use only:

Date:

☐ Please tick as appropriate.

* Compulsory field